



POLICY FOR CALEDONIA CARE & REPAIR SERVICE

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Director of Assets
Author:	Development Manager
Version number:	1.0
Approved by Chief Executive:	May 2018
Approved by Management Board on:	15 May 2018
Effective from:	May 2018
Due for review on:	May 2021
Diversity compliant:	Yes
Equality Impact Assessment required:	Yes
Data Protection compliant:	Yes
Health & Safety compliant:	Yes
Procedure implemented:	
QL system changes made:	N/A
KPIs / reporting arrangements implemented:	N/A
Training Completed:	
Posted on intranet:	Yes
Posted on website:	Yes
Publicity material issued:	N/A

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Policy for Caledonia Care & Repair Service

Introduction

The Care & Repair service is administered by Caledonia HA (CHA) on behalf of Perth & Kinross Council (PKC) and Angus Council (AC). Referrals are submitted to Caledonia from Occupational Therapists employed by the councils for improvement works that will assist owners to continue to live in their own home.

In addition to this, the Care & Repair team also carry out small repairs for older and disabled owner occupiers and private landlord tenants, where applicants self-refer themselves.

The provision of the service is regulated through a Service Level Agreement (SLA) between CHA and the councils.

1. Policy

- 1.1 It is the Association's policy to provide the Care & Repair service to the councils as summarised above, and as set out in the Service Level Agreement. In delivery of this service we will employ the necessary staff and other resources to provide the service to the standards set out in the SLA.
- 1.2 It is also the Association's policy to ensure that costs incurred in delivery of the service are recovered from the councils through payments as set out in the SLA.

2. Aims and Objectives

- 2.1 Caledonia Housing Association recognises that the primary aim of its Care and Repair service is to assist older owner occupiers to remain in their own homes through help with housing repairs, improvements or adaptations. In addition to older owner occupiers, the Association will provide a service to owners of any age group with learning or physical disabilities, or with special housing needs; and to private rented residents.
- 2.2 The service will also endeavour to support elderly and disabled people through joint working with other agencies to ensure provision of equipment and adaptations, and the funding of the service. The service will endeavour to improve the links between housing improvements, and health and social care support.
- 2.3 The Association will strive to meet the national objectives for Care and Repair services, namely:
 - To contribute to improving the quality of housing for older home owners and private tenants
 - To target assistance at those in greatest need, particularly those living in unsatisfactory housing conditions, living alone, on low incomes, in poor health, or with a disability
 - To increase the take up of repairs and improvement grants by the target group, should local authority finance become available
 - To provide a service customised to each person's needs
 - To provide quality advice on housing matters

- To refer people to other agencies where appropriate
- To ensure inter-agency awareness of the functions of the Care and Repair programme

2.4 The Association will also work closely with the councils to ensure as far as possible the development of shared objectives; the development of the service within the context of the Perth and Kinross and Angus Community Plans and Local Housing Strategies; and service development within the context of Joint Community Care Plans and Health Improvement Plans.

3. Business Planning

3.1 The Association will endeavour to ensure its own procedures are compatible with local authority procedures for processing Care and Repair grants, and to seek to improve these as necessary. The Association will continue to monitor and agree demand for the service, types of building work to be undertaken, and rates of grant support beyond standard limits with the councils.

3.2 Revenue funding requirements for the service will be maintained at the levels approved in the Service Level Agreement agreed with the councils.

4. Appropriate Management Organisation

4.1 As set out in the SLA, Caledonia Housing Association will operate as 'Managing Agents' of the service.

4.2 The direct management of the service must be part of the Association's main business without recourse to other management arrangements through subsidiary companies or through advisory committees drawing in part on external representation. It is recognised that the Association is committed to keeping these matters under continuous review and will actively reconsider these arrangements if future considerations warrant.

4.3 The Association will define its responsibilities as a managing agent and put in place procedures which recognise the distinct business context of the Care and Repair service, including:

- Employment of staff and compliance with all legal employment requirements
- Provide the service within budgets secured from external grant funding sources
- Prepare a design for the improvements, ensuring that they meet the requirements of the applicant as set out in the OT assessment
- Procure contractors to carry out the works in accordance with all relevant procurement legislation
- The development of a full range of budget management systems for the service
- The establishment of a full range of cost centres for all Care and Repair activity and procedures for claiming grant
- Compliance with all terms of the SLA, including monitoring and reporting arrangements

- Establishment and maintenance of a performance management framework, including key performance indicators, and the setting and monitoring of targets
- Regular meetings between the councils and the Association as managing agents
- All associated procedures, including the full use of computerised systems for the production of management information for the service

5. Service Delivery

5.1 The Care & Repair Service will follow the procedures set out in accordance with the Good Practice Guide which was produced by Care and Repair Scotland in 2018.

5.2 Caseloads will where necessary be prioritised in accordance with agreements with key partners. The service will establish and maintain a framework of contractors that potential users of the service may elect to use in carrying out work. It is recognised however that the ultimate decision on contractor selection rests with the owner.

6. Small Repairs (PKC Only)

6.1 This service is aimed at completing minor works, such as joinery, plumbing and electrical repairs; the installation of smoke detectors; handrails and small aids and adaptations; and low cost measures for helping to alleviate fuel poverty. .

6.2 The service is designed to provide practical assistance to help people to continue to live safely and independently in their own homes. Care & Repair provides “small repairs” that cost less than £300 and, more recently, enhanced small repairs up to a value of £1,000 and a further upper ceiling of £1,500 with PKC approval. A wide variety of trades can be provided including repairs to locks, doors, windows, roofs, rhones and electrical wiring using local contractors. A small repair aims to alleviate issues of welfare, safety or security where the repair is the responsibility of the individual. The service is free to clients who self-certify that they are within the eligible age and income band.

6.3 Care & Repair provides general advice to older, disabled or vulnerable clients, mainly a signposting service, for those who may have difficulty in accessing some services.

7. Other Works

7.1 The Care & Repair team has also secured funding from various sources to carry out minor works.

- Electrical Safety – this scheme helps older and the disabled or vulnerable to resolve electrical faults in conjunction with an adaptation or in addition to a small repair in order that the property can be fully compliant
- Home Safety Partnership - Caledonia Care & Repair is a member of the HSP, working closely with other agencies and is involved in advertising the service through the Healthy Safety Lives booklet and open days. A Home Safety Officer undertakes a home safety assessment, and provides details of works required, which are carried out by the Care & Repair team
- Deaf and Blind Societies - Providing advice and assistance to these vulnerable group
- Charitable Assistance - Caledonia Care & Repair has sought charitable assistance for those clients that are unable to meet their share towards the cost of Care & Repair works

7.2 These repairs are also free to applicants who self-certify that they meet the relevant eligibility criteria, and are carried out provided we have sufficient funds from the relevant partner.

8. Hardship Fund (PKC only)

8.1 CHA holds a 'Hardship Fund' which can be used by clients in extreme need and who cannot meet their share of costs. This fund is a legacy of funding initially provided by Perth & Kinross Council a number of years ago.

8.2 Where applicants are clearly unable to fund their share of adaptation works carried out, in the first instance we will seek to increase the council contribution to 100% of the works cost. Where the council are not able to fund 100%, the Care & Repair team will endeavour to source alternative funding through charitable donations from other organisations.

8.3 If however the team cannot find alternative funding for the works, requests may be made to utilise the Hardship Fund to pay for the applicant's share of the work. Where this occurs an application should be prepared setting out the full details of the case, including:

- The nature of the works required
- The amount of funding requested
- The amount of funding remaining in the Hardship Fund
- Evidence that the applicant cannot afford to pay for the work
- Evidence of unsuccessful applications made to other relevant bodies seeking funding assistance

8.4 Where such an application is made, authorisation may be granted by the Executive Management Team for amounts up to the value of **£1,000 including VAT**. Cases above this value will require the prior approval of the Management Board.

9. Training

9.1 All necessary training will be provided to those involved in the application of this policy.

10. Records Management

10.1 All records regarding the Care and Repair service will be stored securely and in accordance with current GDPR legislation.

10.2 Records will be retained as per the requirements of the contract terms and conditions set out by the council as the Data Controller, and Caledonia's Records Retention schedule.

10.3 The Association is now subject to Freedom of Information requests and will provide information in line with guidance produced by CHA's Governance Team.

11. Review of Care and Repair Service

11.1 Procedures and practices will be kept under review so as to ensure that this policy is being adhered to and to ensure that it continues to meet the requirements of the organisation and is compliant with legislative, best practice requirements and key stakeholders.

12. Monitoring and Accountability

- 12.1 The responsibility for implementing and overseeing compliance with the policy will lie with the Director of Assets.
- 12.2 The Development Manager, along with the Care & Repair Team Leader, will be responsible for the day to day operation of the Care & Repair service, delivery of the service in accordance with the Service Level Agreement and the management of staff and service provision within the Association.

13. Policy Review

- 13.1 The legal framework on which this policy has been based is under constant review and is subject to change, therefore this policy will be reviewed in three years, or earlier if required to reflect significant changes to the Service Level Agreement